

# Unemployment Line Goes Online

The Delaware Department of Labor Fox Valley location in Wilmington will no longer offer “counter service” for unemployment insurance claims beginning January 22, 2019. All unemployment insurance claims will be filed using the streamlined process available online at <https://ui.delawareworks.com>. Individuals can file a claim using any computer or smart phone without the inconvenience of travelling to one of our offices.

The Division of Unemployment Insurance’s other locations will continue to offer counter service until March 11, 2019. After that, all claims will be done online.

- Dover – Blue Hen Corporate Center 655 S. Bay Road Suite 2H
- Newark – Pencader Corporate Center 225 Corporate Blvd. Suite 108
- Georgetown – 8 Georgetown Plaza, Suite 2

All other divisions at the Department of Labor will remain the same – Employment and Training, Industrial Affairs, Vocational Rehabilitation will still offer workshops, appointments, and services onsite using the same delivery and processes.

This process for unemployment claims is more efficient, saves time for the unemployed worker (the claimant) and offers the ability to file at home on a computer or smart phone. A claimant can use any computer with internet access. Claimants can apply:

- on their home computer or any public computer
- on your mobile phone
- at any public library
- current Department of Labor locations will continue to have self-service computer workstations (kiosks). Staff will be available for assistance.

The option for claimants to file a new claim online has been

available for years. Delaware is one of only two states that still offers the traditional “unemployment line” with in-person claims handled from the counter. This option generally takes longer and requires documentation.

## How to file

The claimant who wants to file for benefits needs the following information to apply:

- Social security number
- Last 18 months of employment history

As part of the process, claimants are required to register with the Division of Employment and Training <http://joblink.delaware.gov>.

Secretary of Labor Cerron Cade said, “This is just one piece of the puzzle as we continue to modernize the Department of Labor and improve our many services to tax payers.”

For more information, unemployed Delawareans should contact their local Department of Labor offices (302)761-8446 Wilmington, (302)368-6600 Newark, (302)739-05461 Dover and (302)856-5611 Georgetown.

To file an unemployment insurance claim, log on to [ui.delawareworks.com](http://ui.delawareworks.com) and click the red/orange button “File An Unemployment Insurance Claim”.

**DIVISION OF UNEMPLOYMENT INSURANCE**

**FILE AN UNEMPLOYMENT INSURANCE CLAIM**

**DIVISION OF UNEMPLOYMENT INSURANCE**  
SUPPORT TO INCOME SUPPORT & REEMPLOYMENT

I am an **INDIVIDUAL** who is currently not working but able to work. I have also earned a minimum amount of wages and registered for work with the Department of Employment and Training.

**Claimant Services**

I am an **EMPLOYER** who has a fixed amount of employees. My taxes depend on the size of my taxable payroll. The minimum and maximum tax rates are .3% and 8.2% respectively.

**Employer Services**

**WebBenefits**  
File for your weekly unemployment insurance

**TeleBenefits**  
Filing for Weekly Unemployment Insurance Benefits by Telephone.

**Direct Deposit**  
Direct Deposit of UI Benefits for new and existing claimants.

**Stored Value Card**  
Receive your weekly unemployment insurance